

20 Annual 20 Report

The VA Salt Lake City
Health Care System



VA

U.S. Department
of Veterans Affairs

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Executive Leadership



Shella Stovall
Director



Karen H. Gribbin, MD
Chief of Staff



Ismael "Milo" Quiroz, MPA
Assistant Director



Angela D William
PharmD, MS VH-CMA
Associate Director



Kimberly Denning, DNP, RN
Associate Director
Patient Care Services

Sites of Care

Elko VA Clinic

2719 Argent Avenue, Suite 9
Elko, NV 89801-8443
Phone: 775-738-0188

Idaho Falls VA Clinic

640 South Woodruff Avenue
Idaho Falls, ID 83401-5299
Phone: 208-522-2922

Ogden VA Clinic

3945 South Washington Boulevard, Suite 1
South Ogden, UT 84403-1825
Phone: 801-479-4105

Orem VA Clinic

774 South State Street
Orem, UT 84058-6308
Phone: 801-235-0953

Pocatello VA Clinic

500 South 11th Avenue
Pocatello, ID 83201-4835
Phone: 208-232-6214

Price VA Clinic

189 South 600 West, Suite B
Price, UT 84501-2833
Phone: 435-613-0342

Roosevelt VA Clinic

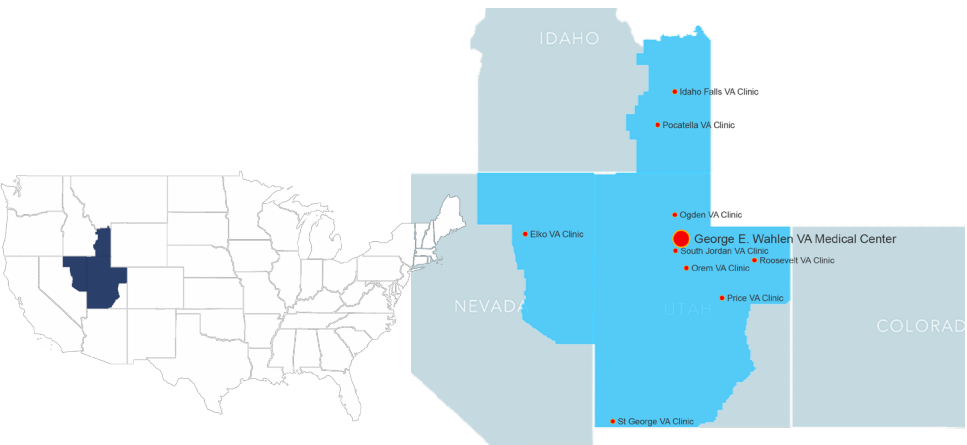
245 West 200 North
Roosevelt, UT 84066-2740
Phone: 435-725-1050

South Jordan VA Clinic

5119 West Daybreak Parkway
South Jordan, UT 84009-5111
Phone: 801-417-5734

St. George VA Clinic

230 North 1680 East, Building N
St. George, UT 84790-2579
Phone: 435-634-7608





Shella Stovall

Shella Stovall, Director
VA Salt Lake City Health Care System



LOOKING FORWARD

Adapt and Overcome

It's been an exceptional year for the VA Salt Lake City VA Health Care System.

COVID-19 brought about challenges we never could've imagined. But in keeping with the Veteran adage of "adapt and overcome," we've met those challenges head-on.

During the onset of the pandemic, we rapidly adjusted our procedures to ensure the safety of all Veterans and staff. And as the country was locking down, we used technology to shift operations to virtual care.

But we didn't stop there. We embraced technology and used it to take us further. In doing so, we created VA's first online telehealth training center and revamped our network to support a larger virtual workforce.

Staff, too, adapted and mobilized to provide COVID-19 testing and care. Some deployed across the nation, enduring long, uncomfortable hours to care for our Veterans. In support of frontline healthcare workers, we organized the first VA daycare of its kind.

And instead of slowing down, we expanded our infrastructure, opening not one – but three community clinics: South Jordan in September 2020, Ogden in October 2020, and Orem in November 2020. These facilities doubled our capacity to provide vital care to Veterans in the community.

We're now better positioned to serve our Veterans than ever before. Moving forward, we'll continue to support Secretary McDonough in his goal of providing all our Veterans timely, world-class health care.

We'll achieve this by improving the Veteran experience. This includes modernizing our medical records, increasing access, and improving transparency as a high reliability organization.

And it means VA will remain inclusive, welcoming all Veterans, including women, Veterans of color, and LGBTQ Veterans.

Finally, we'll build upon our existing efforts to reach more Veterans. And we'll work to keep the ones we have; doubling down on our campaigns to end Veteran homelessness and suicide.

Paramount to our mission is that we continue to exemplify the core VA I-CARE values: Integrity, Commitment, Advocacy, Respect, and Excellence – values that elevate us as the provider of choice.

The pandemic has affected all facets of our Healthcare System, but through innovation and teamwork, we'll continue to develop proactive solutions to overcome any challenges. The upcoming year will place us in a dynamic and ever-changing landscape. We don't know when or if the pandemic will end, but the goal remains the same: a new – and better – normal.

Surge plan to ensure patient safety

While the world shut down from the global pandemic, VA Salt Lake City HCS ramped up its COVID-19 infrastructure and screening to ensure the safe care of Veterans. Hospital COVID-19 procedures went into effect almost immediately, minimizing the risk to non-COVID/non-emergent Veterans needing care. Routine, in-person appointments were quickly shifted to virtual care, while safety remained at the forefront of all decisions impacting Veterans and employees. Within days of the World Health Organization declaring a pandemic, VASLC became the first hospital in the city to implement a 100 percent COVID-19 screening protocol. We quickly established a COVID-19 testing drive-thru and a childcare facility for employees affected by school closures. Finally, we deployed 13 employees across the country as part of the Disaster Emergency Medical Personnel System in support of the COVID-19 surge.

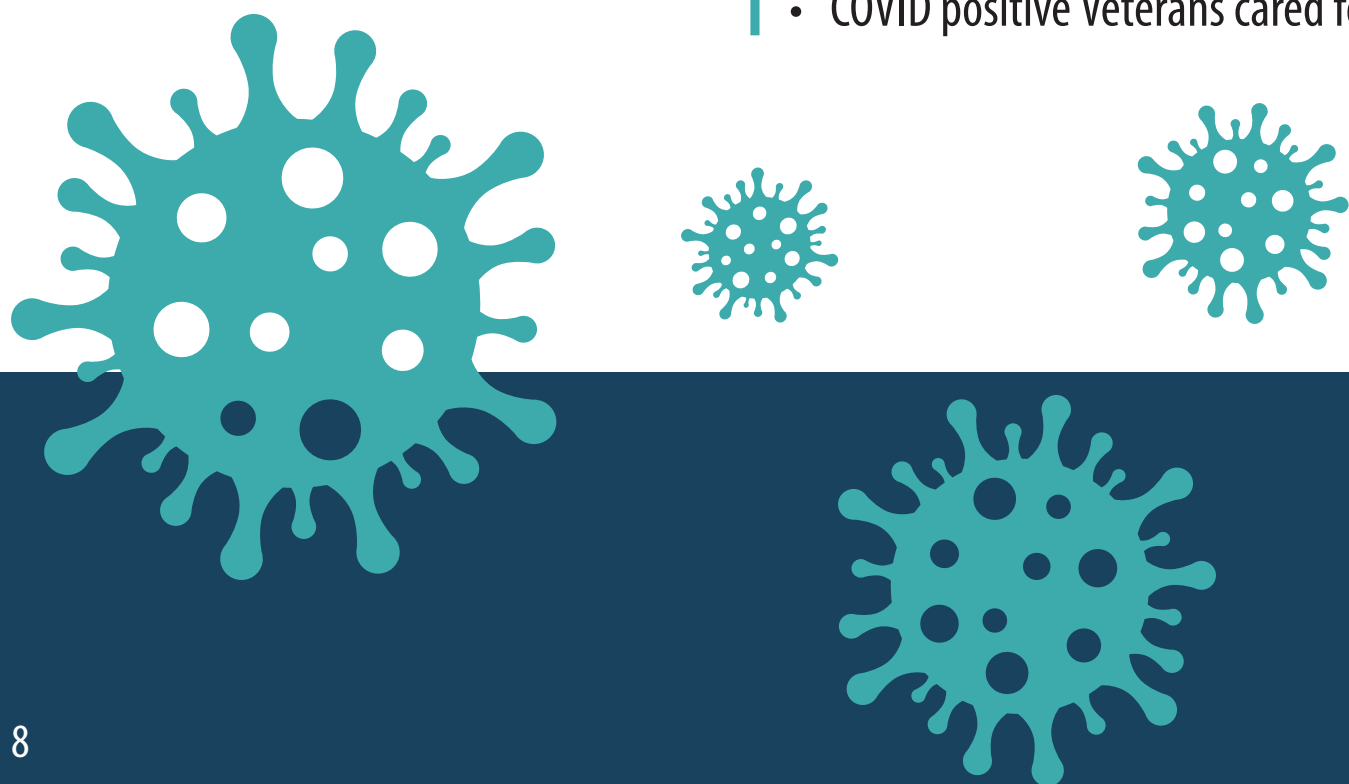
COVID-19 Numbers

Employees

- Employees tested: 1,674
- Employees positive: 258

Veterans

- Tested: 12,819
- Positive: 1,142
- COVID positive Veterans cared for: 182



DEMPs Deployment Operations:

13 Employees: RNs, LPNs, Respiratory Therapists and Engineers traveled to Spokane, WA · Oklahoma City, OK · San Antonio, TX · Whiteriver, AZ · Muskogee, OK · Yuma, AZ · New Orleans, LA and Charlotte Hall, MD for a total of 352 days.



COVID-19 Vaccine Clinic

First COVID-19 vaccine given:

Pamela Poulos-Makris, RN

December 22, 2020

WE ARE A TEACHING HOSPITAL

Teaching Providers of the Future

The VA Salt Lake City Health Care System has affiliation agreements with 64 colleges and universities.



490

Residents
& Interns



125

Nursing Students



124

Medical Students



81

Dental Hygiene
Students



46

Pharmacy
Students





Telehealth replaces face to face.

Check the numbers:

- FY19: 5793
- FY20: 50,962
- Percent increase: 779.71%

Bringing Care Closer to Veterans

Three New VA Clinics opened in 2020

The new Ogden, Orem, and South Jordan clinics are seeing more Veterans sooner in these beautiful, new, state-of-the-art facilities. These clinics allowed us to expand primary and some specialty care services by more than doubling our healthcare footprint. Added specialty care includes: audiology, lab, diabetic nursing, mental health, and teleretinal services with the option to add other high-demand specialty services like physical therapy, optometry, and orthopedics.

VA Video Connect (VVC)

Virtual Health Care is the Future: VVC University now enrolling:

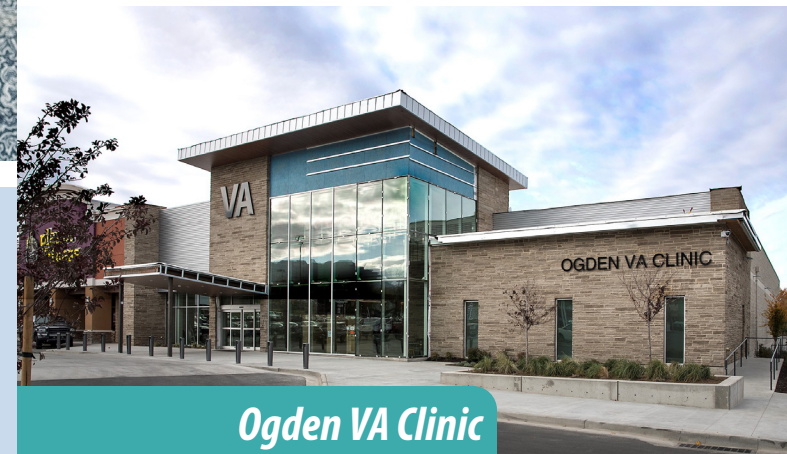
As COVID-19 disrupted the nation's hospitals, providers at VA Salt Lake City Health Care System ramped up the use of VA Video Connect (VCC), a video conferencing program that allows medical professionals to remotely diagnose their patients and update medical charts.

The use of Video Connect also reduced Veteran travel times to in-person appointments – in some cases by hours. But it didn't just make life easier for Veterans; by staying at home, Veterans limit their exposure to the virus, keeping them safer.

To get providers up to speed, Pace and others at the medical center created VA Video Connect University, a two-day in-person training course – and VA's first in the nation. The former Telehealth Primary Care Room now features 18 state-of-the-art private sound-resistant booths for video conferencing.

Read more here: https://www.saltlakecity.va.gov/SALTLAKECITY/features/Video_conferencing.asp

For more information on VCC, visit VA Video Connect (VVC)



Ogden VA Clinic



Orem VA Clinic



South Jordan VA Clinic

VA Salt Lake City Health Care System

2020 FINANCIAL REPORTS & STATISTICS

68,864 enrollment base
market penetration: 64.61percent

Total volunteers
256

Volunteer hours
35,023

Monetary donations
\$111,806.35

In kind
\$294,347.85

Research budget
\$31.2 million

Overall budget
\$786,739,515

Employees
2,905

Inpatient stays
26,613

Outpatient visits
631,303

VVC encounters
50,962

Unique Veterans
69,192



Outpatient Visits by Facility

(660) Salt Lake City	265,249
(660GA) Pocatello, I	12,447
(660GB) Ogden, UT	18,791
(660GD) Roosevelt, U	2,109
(660GE) Orem, UT	9,483
(660GG) St. George,	13,027
(660GJ) South Jordan	12,647
(660GK) Elko, NV	1,828
(660MA) IDES Hill AF	N/A
(660QA) Idaho Falls,	9,075
(660QB) Price, UT	997
(660QC) Weber County	863

Awards and Accreditations

CARF Accreditation | October-November 2020
5 Mental Health Programs achieved full accreditation for 3 years

CARF Accreditation | February 2020
Advanced Low Vision achieved full accreditation for 3 years

Partner for Change | June 2020

GEMS award for environmental activities

Healthcare Equality Index
We received the designation as a Healthcare Equality Index Leader by the Human Rights Campaign (HRC). The Healthcare Equality Index is the national LGBTQ benchmarking tool that evaluates healthcare facilities’ policies and practices related to the equity and inclusion of their LGBTQ patients, visitors, and employees.

2020 The Spirit of George E. Wahlen Award
This annual award recognizes one supervisory employee and one non-supervisory employee who demonstrate the characteristics that emulate those of Mr. Wahlen. George E. Wahlen received the Medal of Honor in October, 1945 for his heroism as a Navy Corpsman during World War II.

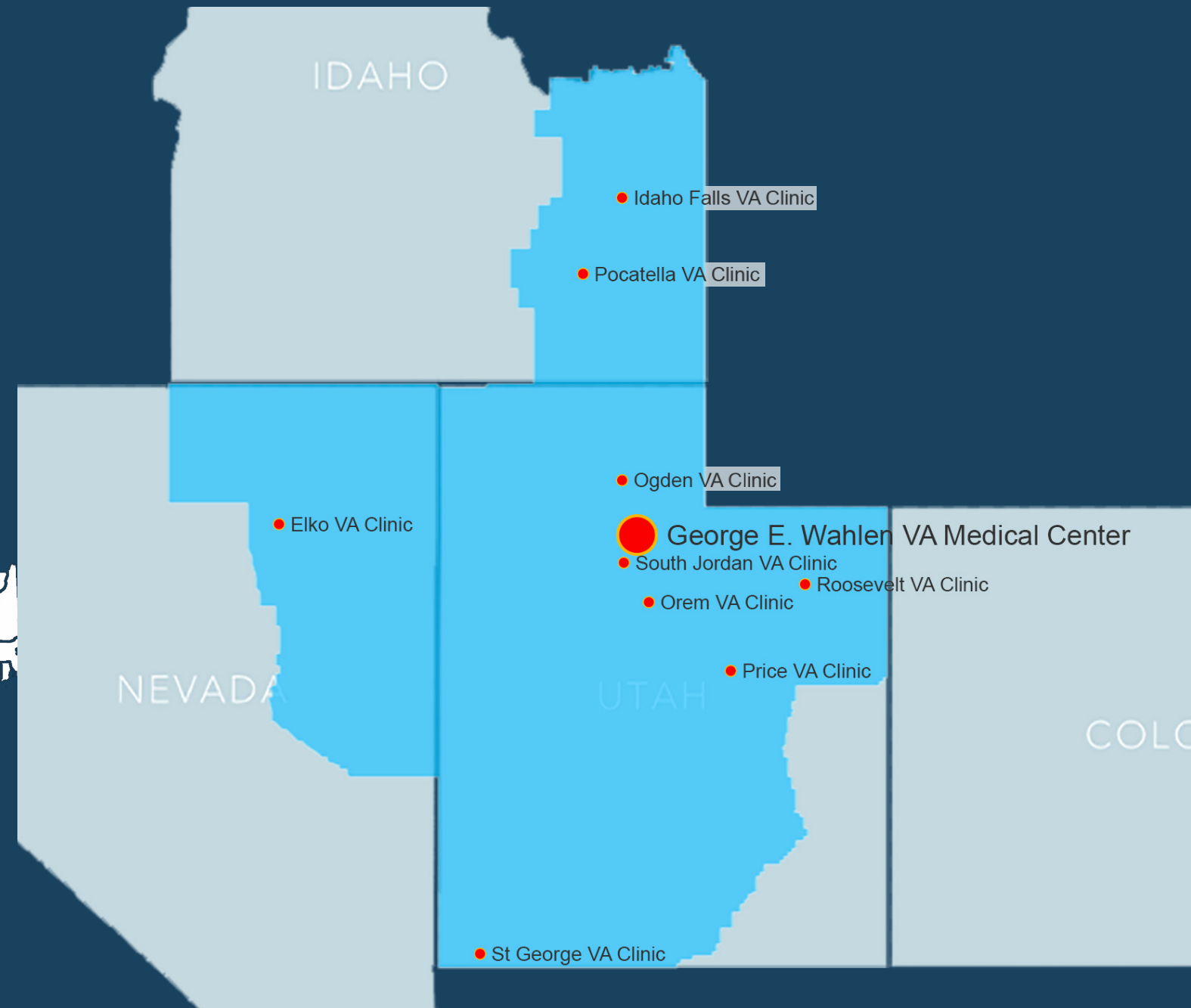
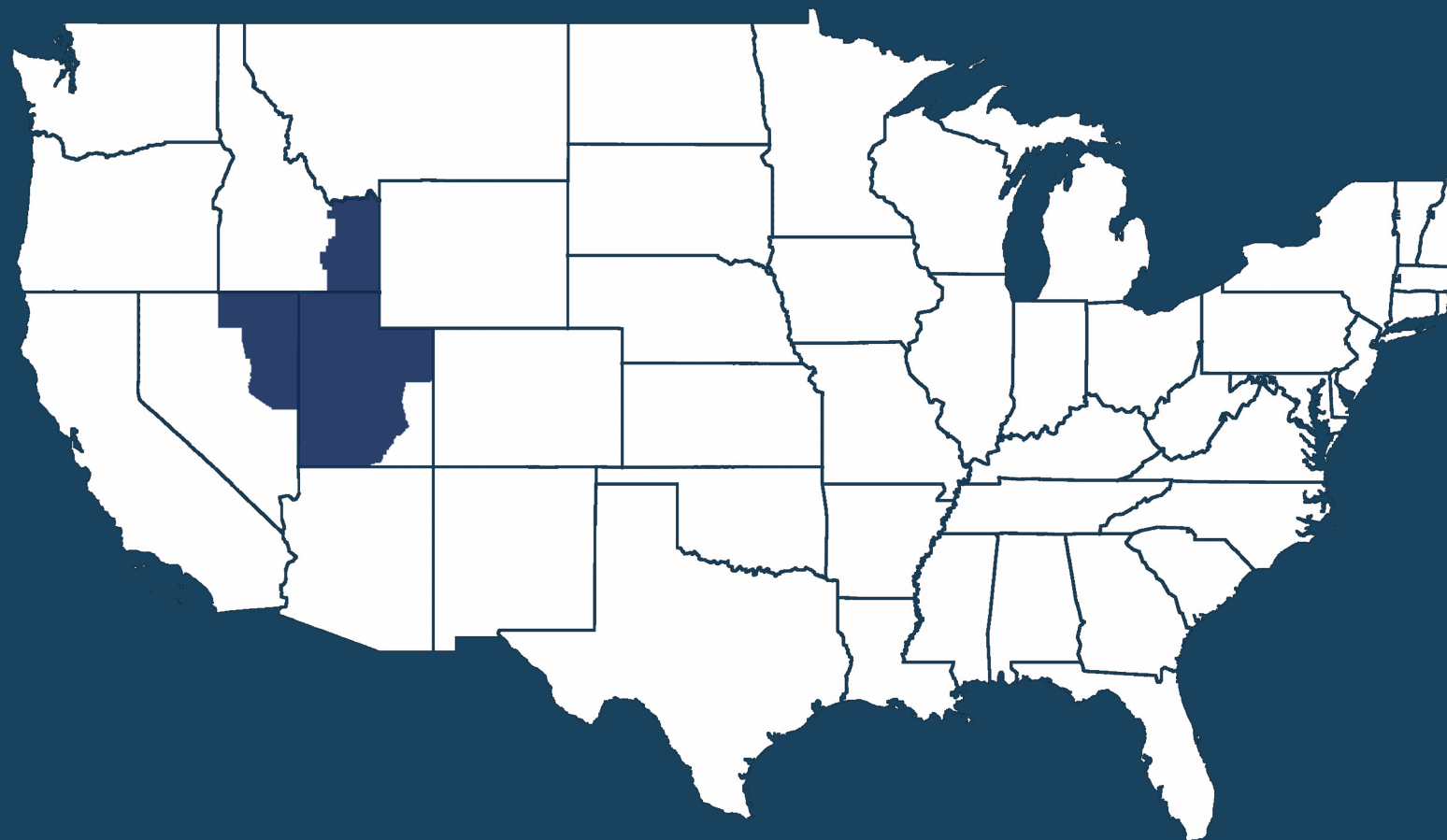
Joshua Farber, Chief Engineer
Katrina Butler, PharmD, Pharmacist

Awards and Accomplishments
Matt Samore
The Undersecretary of Health award for Research

2020 HEART of Service Award
Helpful, Empathetic, Advocate, Respectful, Thoughtful
Dr. Toni Roberts



Salt Lake City Health Care System



500 Foothill Dr, Salt Lake City, UT 84148 | (801) 582-1565 | www.saltlakecity.va.gov



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Salt Lake City Health Care System

VA



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